

ABSTRACT OF THE DISCLOSURE

A method and apparatus for a network based customer service is provided. In response to a client requesting help, a menu including three levels of interaction is displayed. One level of interaction is self-help
5 searching in a database of information. A second level of interaction is asynchronous help, requesting help and receiving a reply. The third level of interaction is synchronous help, interaction with an advisor. If the client selects synchronous help, the method includes the steps of alerting the advisor and displaying a list of previously visited sites by the client to the
10 advisor. The synchronous help method further includes providing a synchronized display between the client and the advisor, such that the advisor sees an identical display to the client.

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